GOVERNMENT OF INDIA
HOUSING AND URBAN AFFAIRS
LOK SABHA

STARRED QUESTION NO:252
ANSWERED ON:02.08.2017
Swacchhta MoUD App
Jayavardhan Dr. Jayakumar;Sundaram Shri P.R.

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:
(a) whether the Government has launched the "Swacchhta MoUD" app which enables citizens to lodge complaints and if so, the details thereof;
(b) the number of complaints lodged using the app in the past ten months and the number of complaints resolved;
(c) whether there is dynamic ranking of cities on daily basis based on the response of agencies, citizens" feedback and user engagement and if so, the details thereof;

(d) whether any time-frame has been fixed for resolving each type of complaints/ grievances; and
(e) if so, the details thereof along with the other steps taken by the Government to resolve sanitation related grievances in cities in a time bound manner?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HOUSING & URBAN AFFAIRS
(RAO INDERJIT SINGH)

(a) to (e) : A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 252 FOR 02.08.2017 REGARDING SWACCHHTA MOUD APP.
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(a): Yes, Madam. The Ministry of Housing and Urban Affairs (MoHUA) launched IT based Grievance Redressal Solution (Swachhata App) for citizens & municipal bodies of 4,041 statutory towns to improve sanitation with citizens' engagement. For effective implementation of Grievance Redressal Solution, MoHUA signed a Memorandum of Understanding (MoU) with Janaagraha Centre for Citizenship and Democracy at no cost to the Ministry to design, develop, test, implement and maintain mobile and web applications for Swachhta App. The application provides an interface to citizens to report complaints / grievances with respect to cleanliness.

(b): Currently, the Swachhata App is being actively used by 1,700 Urban Local Bodies (ULBs). 11.91 lakh citizens have downloaded it across the country. Since August, 2016, 11,24,411 complaints have been lodged on the App; out of these 10,48,560 have been resolved.

(c): Yes, Madam. The dynamic ranking of cities is based on real time performance of cities on grievance redressal. It is the cumulative score of the following three factors:
â€¢ User Engagement Factor (% of citizens in a city registered on the app)
â€¢ User Happiness Factor(positive feedbacks)
â€¢ Agency (ULB) responsiveness factor (% of complaints resolved)

(d) & (e): Yes, Madam. The Service Level Agreement (SLA) for resolving grievances for the different categories of complaints have been defined as follows:

S.No. Category SLA (in Hour)
1. Dead animal(s) 48
2. Dustbins not cleaned 12
3. Garbage dump 12
4. Garbage vehicle not arrived 12
5. Sweeping not done 12
6. No electricity in public toilet(s) 12
7. No water supply in public toilet(s) 12
8. Public toilet(s) blockage 12
9. Public toilet(s) cleaning 12

The other steps taken by Government to resolve sanitation related grievances in cities in a time bound manner are,

? Government provides incentive of Rs 4,000/- per unit of individual toilets (Rs 10,800/- per unit for North Eastern and Himalayan States and Rs. 4,266/- per unit for UTs with legislature and Rs. 5,333/- per

unit for UTs without legislature) and Rs. 39,200/- per seat of community / public toilets (Rs. 52,267/- for UTs without legislature and Rs. 41,814/- for UTs with legislature) to address problem of open defecation in cities and towns.

? Government provides 35% of project cost (46.67% for UTs without legislature and 37.33% for UTs with legislature) as Central funding for setting up solid waste management projects such as waste to compost, waste to energy plants, remediation of existing landfills etc.

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